

## Meeting Agenda

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### Washington Health Benefit Exchange Navigator Program Technical Advisory Committee

July 27, 2012  
9:00-10:30am

Health Benefit Exchange  
Teleconference Only  
1-888-850-4523; Participant Passcode: 792767

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<i>ID</i>	<i>Topic</i>	<i>Facilitator</i>	<i>Time</i>
1.	Welcome and introductions	Michael Marchand	9:00
2.	Exchange Updates	Michael Marchand	9:05
3.	Discuss criteria for Navigator representatives	All TAC Members	9:15
4.	Discuss Navigator training and certification	All TAC Members	9:50
5.	Next steps and adjourn	Michael Marchand	10:25

The Navigator Program TAC will consider all matters on the agenda plus any items that may normally come before them.

Direct e-mail to: [HCAHLTBENEX@hca.wa.gov](mailto:HCAHLTBENEX@hca.wa.gov)

Materials posted at: <http://www.hca.wa.gov/hcr/exchange/ntac.html>

## Meeting Notes

ID	Notes	Action Items
1.	Michael Marchand conducted a roll call of members. TAC members present included Rhonda Hauff, Vicki Lowe, Lara Welker, Sofia Aragon and John Hamje. Pam Cowley, Devon Love, and Michelle Sarju were absent.	
2.	<p>Michael noted that the purpose of the Navigator TAC is to provide expertise, experience and professional perspectives related to developing the Exchange Navigator program. Items for discussion are passed down from the Board and requested to be considered by the TAC. The TAC will deliberate and provide comments to the Board Policy and/or Operations Committees. All TACs are ad hoc committees that are created and disbanded as issues come up and are resolved.</p> <p>Michael noted that the Board discussed the Navigator Program at the last Board meeting on July 18. He noted that the conversation focused on the difference between Navigator Organizations and Navigator Representatives.</p>	
3 & 4.	<p>To begin the conversation about criteria for Navigator Representatives, Michael asked John to review the <a href="#">SHIBA criteria</a> that was provided to TAC members. Michael noted that the SHIBA criteria provide one example framework for the Navigator Program. Comments and clarifying questions from TAC members included the following:</p> <ul style="list-style-type: none"> <li>• Michael asked if there is a time limit to SHIBA volunteer certification. <ul style="list-style-type: none"> <li>○ John responded that becoming a SHIBA volunteer is not akin to holding a license. As long as volunteers keep up with reporting to their sponsor then they are in good standing.</li> </ul> </li> <li>• Lara asked whether the intent is for Navigator Representatives to be paid staff or unpaid volunteers. <ul style="list-style-type: none"> <li>○ Michael responded that the Navigator Organizations could decide that. They would be responsible to distribute the funds.</li> <li>○ Lara recommended that Navigator Representatives be paid staff since volunteers are much harder to control. She noted, however, that the flexibility that comes with volunteers is also important.</li> <li>○ John noted that SHIBA has both paid staff and unpaid volunteers. He commented that the SHIBA volunteers provide high quality services.</li> </ul> </li> <li>• Rhonda asked how the sponsorship would work. <ul style="list-style-type: none"> <li>○ Michael responded that Navigator Organizations would apply through a typical grant process and that they would employ representatives through the best means for their outreach efforts.</li> <li>○ John added that in SHIBA, sponsors must fulfill</li> </ul> </li> </ul>	<p>➤ Organizations to email job descriptions which are similar to Navigator representatives to the general Exchange email address at <a href="mailto:HCAHLTBENEX@hca.wa.gov">HCAHLTBENEX@hca.wa.gov</a></p>

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	<p>certain criteria that are specific to the federal grant process. The federal funds are sometimes tied to outreach efforts to certain demographics and/or regions. The RFP that goes out to potential sponsors dovetails the federal requirements and adds some criteria specific to State objectives.</p> <ul style="list-style-type: none"> <li>○ Michael noted the CMS application addressed performance metrics tied to “at-risk” populations and disease-related populations.</li> <li>• Michael asked TAC members to identify SHIBA criteria that would be applicable to the Navigators.</li> <li>• Lara commented that it might be more useful to define the criteria as competencies which would blend into the necessary training.</li> <li>• Michael noted that the ACA provides a framework for developing some competencies.</li> <li>• Vicki commented that 80 hours of training as required by the SHIBA program would be a barrier.</li> <li>• Michael suggested that representatives could get training credit so they would avoid duplicative education.</li> <li>• Rhonda agreed with Lara’s comment about organizing criteria and training through competencies and asked whether the quality assurance would sit with the individual or organization.</li> <li>• Michael commented that what the Exchange envisions is a modular training that would allow organizations the freedom to develop other trainings as necessary.</li> <li>• Lara noted that she agreed with Rhonda that the responsibility should lie with the organization to provide oversight on volunteers and staff. She noted that it is important for the qualifications or criteria of representatives to be consistent.</li> <li>• Rhonda asked about any discussions the Board has had to distinguish the role of agents and brokers from Navigators. <ul style="list-style-type: none"> <li>○ Michael noted that the Board has appointed a TAC on the role of agents and brokers and that they would start meeting soon.</li> <li>○ Vicki noted that brokers would probably need to be trained on the Medicaid and Basic Health products.</li> </ul> </li> <li>• Michael asked for feedback from TAC members about the threshold for training.</li> <li>• Rhonda commented that the model she would suggest is the Apple Health Program and their train the trainer system. She noted that 80 hours would be too much.</li> <li>• Michael asked how much training the trainer should get.</li> <li>• Lara commented that it depends on what competencies are defined. She likened it to a driver’s license and suggested that there be a standardized test at the end of each of the modulated trainings.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Lara asked whether it would be the organizations or representatives that carry the certification. <ul style="list-style-type: none"> <li>◦ Michael responded that organizations would submit an application and then representatives would be certified.</li> </ul> </li> <li>• Lara commented that she strongly supports a test that leads to certification so that there is consistency across the state.</li> <li>• Rhonda suggested that she supports organizational accountability rather than individual accountability.</li> <li>• Michael asked how the Exchange could overcome logistical barriers and keep the certification fair. He commented that maybe training could be handled by the organizations.</li> <li>• Lara noted that there be guidelines.</li> <li>• Michael commented that there will be defined outcomes.</li> <li>• Rhonda suggested that part of the application for organizations contain a statement on quality assurance.</li> <li>• Michael asked how organizations keep tabs on their volunteer and outreach efforts now.</li> <li>• Rhonda commented that her outreach team is small and includes only two people. They work together and have the same common incentive to get people enrolled in insurance so that the organization gets paid.</li> <li>• John noted that SHIBA is very flexible and though there is a standard curriculum, trainers can decide who can opt out of certain parts of the training.</li> <li>• Michael asked TAC members to comment on the criteria requiring references from employers. He asked whether this could be a barrier.</li> <li>• Rhonda and Lara commented that this is standard.</li> <li>• Vicki suggested that the application ask organizations what they already do with their volunteers.</li> <li>• Lara noted that there would need to be a minimum standard of process.</li> <li>• John noted that Navigators will deal with personal information and it will be important to maintain a high standard of credibility that ensures trust and credibility. The standards will be important in imparting trust to consumers.</li> <li>• Lara asked how many organizations already have a job description similar to a Navigator representative. She noted that at Whatcom Alliance they have a position titled access counselor that she could provide as a baseline.</li> <li>• Rhonda noted that Yakima Neighborhood Services employs access specialists.</li> <li>• Vicki commented that Jamestown S'Klallam employs health benefit assisters and managers.</li> <li>• Rhonda asked about the status of the conversation on sustainability and the timeline for implementing the</li> </ul>	

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	<p>Navigator program.</p> <ul style="list-style-type: none"> <li>Michael responded that the conversation about sustainability is happening through the Exchange Board Operations committee. Their next meeting is on August 7. He noted that the Navigator program design is planned to be completed by the end of the year.</li> </ul>	
5.	<p>Michael noted that the next meeting of the TAC would be in three weeks on August 16. He announced that a list of all meetings for the Board and committees can be at <a href="http://www.hca.wa.gov/hcr/exchange/meetings.html">http://www.hca.wa.gov/hcr/exchange/meetings.html</a></p>	